



MEMORANDUM

Date: October 26, 2007

To: Language Survey Coordinators

From: Juana Lopez-Rodriguez, Manager - Bilingual Services Program

Subject: Bilingual Services Program Memorandum 07-05

This memorandum is to provide you with information regarding the State Personnel Board's (SPB) Bilingual Services Program (BSP) and the Dymally-Alatorre Bilingual Services Act (Act).

Administrative Hearing and Medical Interpreter Program Written Exam

The SPB, through its contractor, will be administering the Administrative hearing and Medical Interpreter Exam on December 8, 2007. The written exam will be given in Los Angeles, Sacramento, San Diego, Fresno, and San Francisco. If you would like more information about the interpreter exam please link to the Website www.cps.ca.gov.

2005-2006 Language Survey and Implementation Plan

Report to the Legislature

The SPB is required to compile the data collected from the 2005-2006 Language Survey and the Implementation Plan in order to present it to the Legislature in a comprehensive report. Once approved, departments will receive a copy of the report on a CD and it will also be posted on the SPB's Website.

AB 67 – Amendments to the Dymally-Alatorre Bilingual Services Act (Act)

The SPB is pleased to report that AB 67 will become law in January 2008. The SPB will release a "Pinkie" to all state departments informing them of the changes in the Act. The new requirements of the Act will:

- Provide clarification of language in the Act that will improve and simplify the intent of the Act and provide consistent interpretation for the purposes of state government.
- Clarify the SPB's responsibilities for establishing standards for bilingual fluency testing and certification.

- Enable the SPB to grant exemptions from participation in the biennial language survey and/or implementation plan for up to ten years to small state agencies, such as boards and commissions. The SPB will continue to evaluate each exemption request on a case-by-case basis to ensure exemptions are appropriate. The SPB will also ensure exempt agencies continue to carry out their responsibilities by ensuring language access is made available to the LEP public consistent with the Act.
- Change the language survey due date to October 1, 2008 and every even year thereafter. As well, the Implementation Plan due date changes to October 2009 and every odd year thereafter. Changing the due dates will result in an improved process that provides state agencies with a sufficient time frame (one year) in which to make meaningful progress in remedying issues and deficiencies. Also, increasing the time frame between the two processes would facilitate the SPB's ability to work proactively with state agencies in implementing corrective action plan(s) and recommendations for improving language access prior to departmental implementation plans being submitted.

Language Survey and Implementation Plan Process and System Improvements

The SPB is in the process of reviewing the taskforce requirement recommendations and will be working closely with its Information Technology team to implement these changes. The requirements appear at the end of this document.

2007-2008 Language Survey Training and Forms

Once the Language Survey and Implementation Plan process and automated system are revised, the BSP will begin the revisions to the survey forms and the training. The anticipated date for the training will be either in March or April of 2008. The SPB will attempt to grant extension to departments that are not able to meet the October 1, 2008 deadline. More information on the extensions will follow.

Interpreter/Translation Services

The BSP can now serve as an intermediary between state departments and interpreter/translation agencies. If you have a translation need or require assistance in securing an interpreter, please contact your SPB bilingual services coordinator for assistance. The BSP will review your request and provide guidance on how to proceed.

If you would like to set up a meeting to discuss your bilingual services needs, please call your bilingual services coordinator and we will be happy to meet with you. Attached you will find the list of state departments and the name of your SPB bilingual services coordinator. If you have any questions or would like to update your departmental contact information, please send an email to the BSP at: bilingual@spb.ca.gov or contact the BSP at (916) 651-9017.

Finalized Department Requirements – 10/22/07

Survey Definitions based on Act

- Survey
- Public contacts
- Public contact positions
- Project Based
- Local Office

- **Local Office Definition:**
 - Definition to broad in scope
 - Departments have to define the terminology for themselves and it is defined by the “needs of the department and is not limited by the unit.”
 - Local Office is defined by the “letter of the law, which is following the spirit of the law.”
 - Corrections inquiry, “Are institutions considered local offices.”

- **Public Contact Employee Definition:**
 - Agency determines who public contact personnel are
 - Does agency define public contact by duty statement or percentage of time employee is in contact with the public
 - Public contact employee should be defined by duty statement, which should reflect public contact

Survey Technology:

- Log-In Feature: Fewer Links to log-in and a log-in reminder
- Web-based data collection – Review of “Dimensions” Software
- In-house web based data upgrades
- New Tools Calculator: Full Time Positions Equivalent Calculator
 - Incorporation of Half Time, Intermittent and Seasonal Employees
- Password restructuring
- Automatic Population of reoccurring data
- Open survey year-round
- Dept. based survey period

- Better accuracy of data collection methodology with new technology (i.e. call centers, emails, internet hits)
- Automating documents and data as much as possible
- BSP Notification to departments if questionable data is submitted prior to analysis

Survey Methodology:

- Two Week Survey Sample:
 - Is the two week survey sample representative of one full year
 - BSP is reviewing the need of the two week sample
 - Two week sample not strictly written into the Act
 - Survey system will be open year round in regards to the new web-based system
- Better statistical analysis
- Better use of demographics
- Reduction of Forms submitted to SPB
- Elimination of Forms with duplicated information
- Identify documents accordingly
- Removal of "Recommended Staffing Needs"

Contract Interpreters:

- Do contract interpreters meet the need of Limited English Proficient contacts
- Contract interpreters can correct deficiencies while bilingual staff are being recruited

Implementation Plan Grade System:

- Taskforce wants grade system changed as it stands now
- Adoption of an A-F grading system modeled after the Civil Rights Taskforce is unacceptable to Bilingual Survey Taskforce

Final Review of Survey:

- Final survey data can be reviewed by the coordinator before it is sent to the Director of the agency
- BSP coordinator will meet with department to review survey if requested by department or if deemed necessary

Enhanced Training for Departments

- Smaller and more frequent trainings
- Mobile trainings